



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION **RESOURCE COORDINATOR** HUMAN SERVICES

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
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GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position is responsible for coordinating resources for child care vendor development, assessing and evaluating resource needs for Adult Services programs and developing, monitoring and supervising in-home providers of companion services. This position also coordinates Independent Living (IL) or Targeted Outreach Program (TOP) resources for youth, ages 14 to 21, who are in foster care and young adults, ages 18 to 23, formerly placed in foster care. This position reports to a Family Services Supervisor.

ESSENTIAL JOB FUNCTIONS

Oversees the coordination of childcare resources for eligible customers to include, recruiting vendors, conducting orientation and training, and monitoring and evaluating the service delivery of the providers. Maintains a vendor caseload; assists child care workers with making appropriate child care placements based on the knowledge, skills, program, location, quality of resources and the needs of the family. Ensures that all childcare vendors are in compliance with program standards and local, state and federal guidelines, and remains aware of child protection issues.

May oversee and administer the Companion Provider Program, to include screening all prospective companion providers, completing initial paperwork on new applicants, renewing certifications of all agency approved companion providers and facilitating Memorandum of Understanding agreements with home health agencies used by the program. Maintains program policies, barriers, expenditures, statistics and needs as appropriate and maintains a caseload of individual and home health agencies.

Oversees and coordinates the Independent Living or TOP programs and services; assists youth with a variety of services to include educational, training, transportation, housing, social, health, personal and financial; provides guidance in job search activities; assists participants in completing high school or equivalency and higher education; gathers information to complete a written assessment of each participant's life skills, including self-esteem, communication skills, decision making and conflict and anger management.

Develops workshops, special projects and worksites for IL or TOP youth; conducts individual and group counseling related to promoting self-sufficiency. Manages and budgets yearly IL or TOP grants, reconciles expenditures and completes required reports.

Coordinates case management, to include maintaining files and computer documents utilizing agencies reporting system; assesses provider training needs, provides orientation and evaluates training needs, to include provider input.

Informs Family Services Specialists on appropriate companion or TOP provider placements based on knowledge of provider skills, locality and quality of care and needs of the client; investigate and analyzes complaints concerning adequacy of companion providers and makes recommendations concerning future utilization of provider resource. Ensures that all companion or TOP providers and home health agencies are in compliance with program standards.

Serves as a liaison between Family Services Specialists, customers, companion or TOP providers and vendors in order to enhance communication and facilitate problem resolution. Conducts recruitment of community support and participation through public relations activities and workshops. Completes reports as needed.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Human Services - Thorough knowledge of available community resources. Knowledge of programs and policies including federal, state, and local regulations related to human services. Knowledge of programs, social economic trends and behaviors that impact the delivery of human services.
- Case Management - Knowledge of case management techniques, principles and practices to evaluate and coordinate the delivery of public assistance to customers and their families.
- Customer Service – Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

REQUIRED SKILLS

- Judgment/Decision Making – Evaluating the best method of research and then exercising appropriate judgment in establishing priorities and resolving complex matters. Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Computer Skills - Utilizes a personal computer with word processing, spreadsheet and related software with reasonable speed and accuracy.
- Interpersonal Relationships - Develops and maintains cooperative and courteous relationships with employees and the public. Effectively responds to routine inquiries and disputes.

REQUIRED ABILITIES

- Time Management - Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology to meet strict deadlines.

- Financial Management - Ability to perform arithmetic, algebraic, and statistical applications. Ability to employ economic and accounting principles and practices in the analysis and reporting of data.
- Communication - Excellent ability to communicate ideas and proposals effectively to diverse audiences to include preparing and conducting training, preparation of reports, and policies. Excellent ability to listen and understand information and ideas presented verbally and in writing.

EDUCATION AND EXPERIENCE

Requires a Bachelor's Degree in a human services field (Social Work, Human Services, Sociology, Psychology, Family & Child Development, Counseling, Gerontology, or Guidance & Counseling); or a Bachelor's Degree in any field and 1 year of appropriate and related human services experience.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check and sex offender registry check.

A valid driver's license with an acceptable driving record.

Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

In the event of a declared emergency in the City of Newport News, individuals in this position are required to work shelter duty and may be called on to perform duties as required to provide for the safety and care of the citizens of the community.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.